



State of Nevada – Department Of Personnel

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
VETERANS CLAIMS REPRESENTATIVE	26	B	12.210

Under general supervision of the Commissioner of Veterans' Services, advise and assist veterans or their dependents in preparing veterans' benefits claims under federal, State or local laws.

Advise veterans and their dependents on the various veterans' benefits available such as insurance, education and training, pensions, medical care, retirement, vocational rehabilitation, disability compensation, etc., by eliciting their needs and describing available benefits. Work is not normally subject to supervisory review.

Interview applicants for veterans' benefits by eliciting information needed for eligibility and maintain information in confidential records. Interviews are not normally subject to supervisory review.

Ensure veteran has received all benefits to which he/she is entitled by reviewing claim files completed by the Veterans' Administration Adjudication Section and writing to claimant to inquire if he/she wishes assistance. Work is reviewed as the need arises when problems occur.

Prepare correspondence by composing letters and memoranda regarding pensions, compensation, education, loans, medical, and death benefits as assigned. Correspondence is reviewed by the supervisor when prepared for his/her signature.

Prepare monthly and annual reports of agency activities by gathering statistics from Reno and Las Vegas. Work is reviewed as reports are submitted to the supervisor.

Monitor guardianship bank statements by balancing checking accounts, preparing final accounting, and auditing ledger cards. Work is reviewed as unusual problems arise.

Assist veterans in obtaining upgraded discharges by: interviewing to gather information and counseling the veteran on the process; submitting forms to the record center and assisting the veteran in submission of the application. Work is not typically subject to review.

Perform office support work by answering the telephone, receiving visitors, typing correspondence and reports, and maintaining files. Work is subject to review when problems occur.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE: Four (4) years of clerical experience which required making telephone contacts, receiving visitors, typing, and interviewing.

EQUIVALENCY STATEMENT: Forty-eight (48) semester credits from an accredited college or university in one or a combination of the following fields: math, English, business, political science, public administration, social work, psychology, law, sociology, or computer science may be substituted for one (1) year of the required experience.

MINIMUM QUALIFICATIONS (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Knowledge of: basic math such as addition, subtraction, multiplication and division of fractions, decimals, percentages and whole numbers in order to determine any monetary benefits; grammar, punctuation, sentence structure and vocabulary to compose correspondence; office machines such as typewriter, checkwriter, calculator, photocopy machine, and computer terminal. **Ability to:** read and comprehend written departmental manual policies and procedures; read and comprehend legal documents such as the Nevada Revised Statutes and federal law regarding veterans' benefits; compose grammatically correct correspondence; research and compile information needed to respond to inquiries from clients and other agencies; establish and maintain alphabetical and/or numerical files; remain calm when dealing with people who are resistant, indifferent or hostile; communicate verbally with claimants from a variety of educational, economic, social and cultural backgrounds to clearly convey specific information, explain situations and inform them regarding options available; organize work and set priorities to complete work in a timely manner; follow written instructions in processing forms; establish and maintain cooperative working relationships; type.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Knowledge of: the purpose of the Office Of Veterans' Services; Veterans' Administration benefits. **Ability to:** counsel claimants in filing claims for benefits and to verify eligibility.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

12.210

ESTABLISHED: 8/23/71
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